Chatbot Requirements Document

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# Functional Requirements

## User Interaction

* + Chatbot must greet users upon initiation.
  + Chatbot must respond to frequently asked questions (FAQs).
  + Chatbot must escalate to a human agent if user needs are not met.

## Logging and Monitoring

* + All interactions with the chatbot must be logged for future reference.

# Technical Requirements

## Platform Support

* + Chatbot must support both mobile and desktop platforms.

# Assumptions

* Users will interact with the chatbot on both mobile and desktop platforms.
* The chatbot will have access to a database of FAQs.

# Out of Scope

* Integration with third-party applications beyond human agent escalation.
* Support for voice interactions.